

County of Los Angeles

DEPARTMENT OF PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746
Tel (562) 908-8400 • Fax (562) 908-0459



BRYCE YOKOMIZO
Director

LISA NUÑEZ
Chief Deputy



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November 30, 2005

TO: Each Supervisor

A handwritten signature in black ink, appearing to read 'Bryce Yokomizo', written over the 'TO:' line.

FROM: Bryce Yokomizo, Director

SUBJECT: CHANGE IN DPSS PUBLIC ACCESS HOURS

This is to inform you that as a part of DPSS' ongoing effort to improve customer service, effective Tuesday, January 3, 2006, DPSS will change its public access hours to 8:00 a.m. to 5:00 p.m. This change will increase the access to DPSS offices by expanding the time the offices are open to the public by one hour per day. Current public access hours for DPSS offices are 7:00 a.m. to 3:00 p.m.

From April through June of this year, the Children's Planning Council conducted a series of community forums to find out from the public what they thought about County service. One of the issues discussed was the need for better overall community access to services. In response to the community, the Department is initiating this change to make the offices more accessible to participants and make the Department's public access hours consistent with those of other human services County departments.

This change will require adjustments for our employees. Some employees have expressed concern about the potential impact of the change. With initial implementation, there may be complaints to your Board offices from employees. Each of our offices is working to accommodate work schedules to minimize the disruption.

This change does not mean that all employees will be required to change their work hours to 8:00 to 5:00. However, some employees will be required to change their work shifts to accommodate the new public access hours. As is currently the case, employees will continue to work multiple shifts.

In anticipation of the changes, we notified Union Locals 535 and 660 in October and will continue to provide them with information on related new developments. We have also been assessing other operational impacts such as increased security needs.

Each Supervisor
November 30, 2005
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I know there will be some initial challenges, but I believe this will be a positive change to provide better service to the public. Please let me know if you need any additional information.

BY:le

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors